

HOLIDAY SCHEDULE

2014 Holiday	Alabama Medicaid Agency Offices	Alabama Medicaid Electronic Claims Media Helpdesk (800) 456 – 1242	Alabama Medicaid Provider Assistance Center (800) 688 – 7989	Alabama Medicaid Recipient Call Center (800) 362 – 1504	Alabama Medicaid Provider Enrollment (888) 223 – 3630	Alabama Medicaid Management Information System
January 1	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
January 20	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
February 17	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
March 4	Baldwin and Mobile Counties – CLOSED All other Counties – AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
April 28	CLOSED	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
May 26	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
June 2	CLOSED	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
July 4	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
September 1	CLOSED	AVAILABLE	CLOSED	CLOSED	CLOSED	AVAILABLE
October 13	CLOSED	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
November 11	CLOSED	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
November 27	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	AVAILABLE
December 25	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	AVAILABLE

CALL CENTER AND SYSTEM AVAILABILITY

Call Center and System Availability	Alabama Medicaid Electronic Claims Media Helpdesk (800) 456 – 1242	Alabama Medicaid Provider Assistance Center (800) 688 – 7989	Alabama Medicaid Recipient Call Center (800) 362 – 1504	Alabama Medicaid Provider Enrollment (888) 223 – 3630	Alabama Medicaid Management Information System
Monday	7:00 am CT – 8:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Tuesday	7:00 am CT – 8:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Wednesday	7:00 am CT – 8:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Thursday	7:00 am CT – 8:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Friday	7:00 am CT – 8:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	8:00 am CT – 5:00 pm CT	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Saturday	9:00 am CT – 5:00 pm CT	CLOSED	CLOSED	CLOSED	Available 24 hours/7 days a week unless due to system maintenance as documented below.
Sunday	CLOSED	CLOSED	CLOSED	CLOSED	Available 24 hours/7 days a week unless due to system maintenance as documented below.

SYSTEM MAINTENANCE

System Maintenance	Days	Times	Notes
Routine Maintenance	Monday-Sunday	2:00 am CT - 5:00 am CT	<p>Routine maintenance hours are available for routine updates to be applied to the Alabama Medicaid Information System during non-business hours or the hours that provide the least impact to all providers. Some system processes may be down or not running during this time.</p> <p>System Availability during 2:00 am CT – 5:00 am CT: AVRS – available Provider Web Portal – available Provider Enrollment Portal – available Recipient Portal – available EDI - available</p> <p>Current routine system downtime:</p> <ul style="list-style-type: none">• Claims processing – claims are accepted into the system during this time but will not be processed/adjudicated between the hours of 12:00 am CT – 6:00 am CT during this time• Pharmacy Interactive Claims Processing – interactively submitted pharmacy claims will not be processed during the hours of 2:00 am CT – 3:00 am CT
Non-Routine Maintenance	Monday-Sunday	N/A	If non-routine maintenance to the Alabama Medicaid Management system must be completed actual downtime is scheduled to minimize the impact to all providers and the amount of time the system will be down will be communicated as much in advance as possible through the use of Alerts, Broadcast Emails or Website Banner Messages.
Un-Scheduled System Downtime	Monday-Sunday	N/A	If unscheduled downtime should occur to the Alabama Medicaid Management system notification if appropriate will be communicated as soon as possible through the use of Alerts, Broadcast Emails or Website Banner Messages. Call centers will be alerted of the system interruption and will be available to provide updates during regularly scheduled business hours.